WARRANTY GUIDE FOR "THE ESSENTIALS COLLECTION" LVP

This warranty is provided by Deacon Flooring Distributors LLC, applied to the original purchaser and is non-transferable.

Important:

Deacon warrants that SPC flooring is free of visual defects for the period stated in this warranty. Customer or installer should carefully inspect each plank before installation. The warranty does not cover any claims related to visible defects once the floor is installed.

Deacon reserves the right to:

-Verify the defects by having samples for technical analysis or inspection.

-Inspect the installed material with a representative and/or certified inspector.

-Require written recordings of levelness and moisture on the date of installation.

If these conditions are not met, Deacon has the right to disregard the claims against this warranty.

WHAT IS COVERED?

A. Manufacture defects

Deacon warrants the flooring does not delaminate, and is free from manufacture defects including dimension, thickness, plank stability, etc. following ASTM F3261.

B. Wear warranty

Scratches, indentations, or reduction in gloss level are not considered wear. "Wearing through" is defined as wear due to light to moderate foot traffic that damages the pattern layer of the product.

Deacon warrants that for the period stated in the table below, the wear layer will not wear through:

For light commercial use: 10 Years

For residential use: 25 Years

C. Topical moisture

Vinyl planks are water resistant, and will not lose buckle or lose integrity if exposed to normal household spills (water, wine, cleanser without harsh chemicals). Household spills must be cleaned up promptly to prevent mold and mildew.

d. Installation

Planks must be installed properly in accordance with Deacon's installation instructions included in the packaging or found at www.deaconfloors.com

Some special notes:

- Make sure humidity is 30% - 55%, temperature is from 60° F - 85°F, PH is from 7-9, the flatness of subfloor is under 3/16" within 10 ft).

- 15/32" space along walls and fixed objects is required for expansion in higher temperature. Make sure there are no grouts left along the wall.

- Do not install the planks with nails or glue.

- Make sure room length is not more than 33 ft.

- Make sure transition is installed in all doorways

-Deacon requires moisture testing prior to LVP installation, with a max moisture level of 5 lbs per ASTM 1869 CaCl

Any problems related to installation failures are not covered in this warranty.

WHAT IS NOT COVERED?

1. Any visible defects after installation (dimension, thickness, colors, ...)

2. Damage caused by accidents, fire, burns, flooding

3. Indentation, scratch and click joint by pets, high heels, cleated shoes, rolling loads, wheelchairs or other furniture without proper floor protectors.

4. Scratch by moving heavy appliances without felt pad or plywood panel.

5. Loss of finish gloss or color over time by being exposed directly to sunlight.

6. Damage due to improper installation with

- Subfloor not treated following instructions (flatness, firmness, moisture, PH)

- Flooring acclimated less than 48 hours

- Non-recommended sealers, hammers, or other tools were used

- Nails used to install or fix floors

- Cabinets installed on top of floor

7. Flooring installed on a concrete subfloor without 6-mil moisture barrier (do not use moisture barrier over wood subfloor)

8. Installation over radiant floor heated with a surface temperature over 85°F.

9. Damage caused by additional pad underlayment for pre attached flooring or by an unsuitable subfloor.

10. Chips, warps, buckles, cracks due to unconditioned expansion spaces, unstable subfloor, improper flooring acclimation and maintenance.

11. Problems due to excessive moisture, mildew, alkaline substances, or hydrostatic pressure.

12. Damage caused by using non-recommended floor care products or strong chemicals.

13. Flooring installed outdoors or in spaces frequently exposed to water (swimming pools, bathrooms).

14. Vinyl planks installed in areas which are not suitable for intended use (For example: Essentials Collection LVP is not recommended for public areas like restaurants, schools, etc., Vinyl flooring is not recommended for large areas or high density of use such as hotel lobbies, hallways, sports stadiums, and school halls,..)

To file a claim, please contact the dealer from whom your material was purchased. Dealers can request a claim form from **info@deaconfloors.com.**

THIS WARRANTY IS DATED 2/21/2026 BY DEACON FLOORING DISTRIBUTORS LLC. NONE OF OUR EMPLOYEES HAVE AUTHORITY TO ALTER THE LIMITATIONS UNDER OUR WARRANTIES.